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DCHA/PPM LEARNING AND TRAINING SUPPORT QUARTERLY REPORT

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DCHA/PPM Learning and Training Support Quarterly Report



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DCHA/PPM LEARNING AND TRAINING SUPPORT QUARTERLY REPORT

Overview

MSI is the prime contractor on the DCHA/PPM Learning and Training Support Task Order (TO). Under this TO, MSI supports USAID's DCHA Bureau in their learning and training activities as well as analysis through training curriculum design and delivery, assessing learning through evaluation, and knowledge management through dissemination of electronic information and e-learning. In the area of knowledge management and e-learning, MSI is supported by its subcontractor, CAMRIS. The third quarter of the second year of this three-year contract marked a significant period under this task order. The sixth iteration of the DCHA Essentials Course was successfully completed and recommendations for the future design and development of DCHA Essentials Courses were submitted. Additionally, the newly revamped Crises, Stabilization and Governance Course was held in Nairobi, Kenya along with one iteration of the Conflict 102 Workshop in Washington, DC.

The DCHA Professional Development and Learning portal (DCHA PD&L) underwent major advances in the areas of content development and design. In addition, the planning phase for the regional workshop continues. In order to facilitate the efficient implementation of these projects, weekly planning meetings were held with the COR and the quarterly accruals report was submitted to the COR for review and final approval. The second year of the task order is slated to include four domestic iterations of the DCHA Essentials training course, including the DCHA introductory course; three Conflict Stabilization and Governance Workshops; two Washington DC and one field offering of the Advanced Conflict Assessment course, four Washington DC offerings and two field offerings of the Conflict 102 course courses, and a DCHA Professional Development & Learning Portal.

This quarterly report covers the Third Quarter, FY2012 (April 1, 2012 through June 30, 2012).

Highlights

- Successfully conducted the DCHA Essentials' Summer 2012 Course in Washington, DC from June 13-July 31, 2012 which included the modified "DCHA 101", a three day course providing DLIs and non-DLI DCHA staff with an orientation and introduction to the DCHA Bureau and each of the individual DCHA Offices;
- Compiled extensive participant evaluations and submitted recommendations based on feedback gathered from evaluations on course design and curriculum to be implemented in future iterations of the course;
- Successfully conducted the Crises, Stabilization and Governance (CSG) Course on April 16-20;
- Compiled and analyzed CSG course participant feedback and submitted recommendations for future course design and implementation;
- Effectively organized and hosted one iteration of the Conflict 102 Course in Washington, DC (June 18 – 19);
- Compiled and analyzed participant feedback and submitted recommendations for Conflict 102 course curriculum as well as design and implementation;
- Hosted a Conflict 102 Training of Trainers in Washington, DC;
- Continued the planning phase for the DCHA Regional Workshop to take place in Africa;

- Streamlined DCHA Learning and Professional Development Portal content to facilitate user navigation.

The third quarter of the second year of this three year contract was marked by several noteworthy activities. Weekly planning meetings were held with the COTR to provide regular updates and make decisions on moving forward. Additionally, the major activities undertaken this quarter included the following:

DCHA Essentials Course: During this quarter, the DCHA Essentials Summer 2012 Course was held in Washington, DC from June 13 – July 31, 2012. The course was offered to five DLIs (Backstop 76 Crises, Stabilization and Governance) participants, one participant from the Department of State and 17 DCHA staff participants from various DCHA offices as well as institutional contractors. This was the third iteration of the DCHA Essentials course that was targeted at both DLIs and full-time non-DLI DCHA staff. The summer course included the modified DCHA 101, a three day course providing participants with an orientation and introduction to the DCHA Bureau and each individual DCHA Office. This three day orientation was then followed by technical training offered by each of the DCHA offices. Participant evaluations were compiled for both the DCHA 101 course and the technical training sessions and recommendations on future design and curriculum were submitted to the COTR.

DCHA Regional Workshop: During this quarter, the preliminary planning phase was continued. As part of this phase an overall staff needs assessment is currently being developed in coordination with personnel from the Africa Bureau. This staff needs assessment is meant to effectively gauge the topics and issues that are most pertinent to DLIs currently working in Africa in order to develop relevant workshop curriculum and activities. Preliminary budgets regarding possible venues in Africa were also submitted. Additionally, March 2013 was selected as a tentative date for the conference. Workshop logistics along with prospective locations will continue to be discussed with the COTR and internally with USAID colleagues.

Crises, Stabilization and Governance Course: During this quarter, the Crises, Stabilization and Governance (CSG) course was held in Nairobi, Kenya on April 16 - 20. This iteration was the second conducted following the 2011 pilot course held in Bangkok, Thailand and included a modified curriculum and design. The CSG course is intended to improve the participant's ability to understand the relief to development continuum and the intersection with effective and legitimate governance; recognize the differences in planning, programming and monitoring and evaluation in fragile states versus resilient states; and obtain broader insight into working with multiple stakeholders (i.e. host country, the inter-agency, and other international actors). The course was attended by nine participants from the various DCHA Offices and field missions as well as one participant from an implementing partner. Participant evaluations were compiled and recommendations for modifications for future courses were submitted to the COR.

Conflict 102 Workshop: During this quarter, one iteration of the Conflict 102 Workshop was conducted. The Workshop was held in Washington, DC and was attended by 25 participants. The participants represented various offices within USAID Washington as well as field and regional missions. The Conflict 102 Workshop is meant to be a practical and highly participatory training that introduces participants to conflict analysis, best practices for programming, and provide the tools needed to successfully apply basic conflict diagnostic tools, design an appropriate response, and develop a conflict-sensitive monitoring and evaluation plan. For this iteration, participant evaluations were compiled and recommendations for curriculum design modifications were submitted to the COR.

Conflict 102 Training of Trainers (TOT): During this Quarter, one Conflict 102 TOT was held in Washington, DC. The TOT was attended by seven participants representing USAID Washington, Field

Missions and the Department of State. The Conflict 102 TOT was meant to familiarize future trainers with C102 objectives, content and methodology as well as enhance understanding of different training and learning styles and modalities. Participant evaluations we analyzed and recommendations for future TOTs were submitted.

DCHA Platform: During this quarter, the DCHA Training and Learning Portal was significantly redesigned. The Tabs and Categories on the Portal have been simplified and streamlined to create greater efficiency for the Portal's users. Additionally, steps have been taken to make the site more interactive as well visually appealing. Material from the latest Conflict 102 and DCHA Essentials courses has been uploaded as well as resources and videos from the DRG Forum and Officer's Workshop. Marketing for the Portal has also seen success as the number of users has jumped this past quarter.

DCHA PD&L Portal Homepage Current Appearance

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DCHA LEARNING PORTAL

ABOUT | ORIENTATION | TRAINING COURSES | COURSE ARCHIVE | CAREER DEVELOPMENT | VIDEOS

WELCOME!

WHAT IS DCHA PROFESSIONAL DEVELOPMENT AND LEARNING PD&L?

PD&L activities represent the DCHA Bureau's commitment to growing and retaining talent (that's you!) by supporting professional (including career) development activities and learning opportunities worldwide.

Activities are centered on you (the learner) and designed to improve your performance. The activities build on the BS-76 Crisis, Stabilization and Governance core set of competencies and proficiencies. The focus on professional development and learning also takes into consideration Agency priorities to rebuild "technical excellence and leadership" and "restoring Agency leadership and core competencies" by attracting and retaining high quality development professionals.

UPCOMING EVENTS

Log in to USAID University to register for these events:

- July 30: Food for Peace, Washington, DC
- July 30-31: Conflict 102, Washington, DC
- July 30-31: Conflict 102, Bogota, Colombia
- August 1: Introduction to OFDA, Washington, DC

DCHA COORDINATOR AND OFFICE TRAINING POINTS OF CONTACT

DCHA's Professional Development and Learning Coordinator is Rochelle Thompson, Rthompson@usaid.gov.

Each Office has a Training Specialist or Point of Contact who can answer questions about their specific office sponsored trainings.

- ASHA: Gary Barrett, gbarrett@usaid.gov
- CMC: Aubrey Eaton, aeaton@usaid.gov
- CMM: Carrie Gruenloh, cgruenloh@usaid.gov
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DCHA PD&L New Login Page

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DCHA PD & L Orientation Page

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Getting Started

What kinds of information will be helpful to me as I get started in my position?

This [Guide to the Ronald Reagan Building](#) includes the following:

- Telephone instructions for the RRB
- Requesting remote access to your computer
- Contact the IRM Help Desk
- Online IT courses (USAID University)
- Mail service: sending mail inside RRB, to Missions, packages, etc.

Acronym List

Annual Workplan and Individual Training and Learning Plans (ITLPs):

- All staff are required to fill out an Annual Workplan (AWP) and an Individual Development Plan (IDP). These should be discussed with your supervisor as part of your onboarding and the annual evaluation process. The ITLP should be used as a tool to support your career development.

Recommended Courses for New Staff

- **DCHA Essentials** is a suite of courses that includes DCHA 101 (a 3-day introduction to the Bureau) and six Office-specific courses.
- **DCHA 101** provides an overview of the DCHA Bureau, its technical programs, and its operations. This orientation course introduces you to the mission and structure of the Bureau, the mandates of the Offices and how they work together, Office Directors, and other key staff in the Bureau. It is offered quarterly. In the weeks following each DCHA 101 course, the Offices offer their own courses, which range in length from one to five days. You may take the Office courses in whatever order you like.
- In addition, this [document](#) lists the recommended and required courses for DCHA staff. For questions regarding this list, contact Rochelle Thompson, DCHA/PPM.

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Lessons Learned

The lessons learned over the course of this quarter were that there is continual interest for the DCHA Essentials course by non-DLI staff within the DCHA Bureau. Given the growing number of DHCA staff are increasing and the fact that future DLI classes are being reduced by the Agency, future DCHA Essentials courses will continually be expanded to accommodate interested DCHA staff. The more flexible scheduling of the course that was introduced this quarter and will allow participants to attend the various Essentials' courses at times that better fit their schedules. This new schedule should be continually marketed to participants in order to maximize their learning opportunities. As such, it is vital to ensure coordination and cooperation between the various DCHA office presenters. Additionally, the course should continue to emphasize the DCHA Bureau's four primary objectives: crisis prevention, response, recovery, and transition. Meetings and additional coordination will be planned with DCHA office trainers to ensure smooth planning for future iterations of the course. Also, in order to continually provide both effective logistical support and technical recommendations for the Conflict 102 as well as the Advanced Conflict Assessment courses, continued interface and cooperation with personnel from the office of CMM is necessary.

The DCHA Professional Development and Learning Portal has undergone a significant change and has reached a stage where it is actively being used by DCHA staff. Therefore, continued promotion of the site amongst the DCHA offices as well as the integration of the site into a fully utilized tool for trainers and course instructors will be paramount to its success. Portal administrators and DCHA trainers should continue to take an active part in improving the functionality and adding to the content as well as actively responding to user input and feedback. The ability to enhance the user's experience by responding to user feedback will greatly affect the success of the site.

Plans for Next Quarter

- Host the seventh iteration of the DCHA Essentials and DCHA 101 course on October 10 - 12 in Washington, DC;
- Conduct a Conflict 102 Workshop in Washington, DC on July 30-31 and provide remote logistical support to one in Bogota, Colombia, on July 30-31;
- Host a Crises, Stabilization and Governance course on September 10 - 14 in Washington, DC;
- Host an Advanced Conflict Assessment Training of Trainers on August 8-9 in Washington, DC;
- Conduct an Advanced Conflict Assessment Course on August 28- Aug 30 in Washington, DC;
- Coordinate with DCHA training officers to develop consistent and cohesive training materials across all offices for the DCHA Essentials course;
- Continued collaboration with personnel from the Africa Bureau to develop a preliminary action plan;
- Continue development of material for DCHA Regional Workshop;
- Continue to add new content to the Portal site as well as make necessary changes in order to ensure greatest ease and efficiency for user.